

# **APPLICANT SATISFACTION SURVEY RESULTS: APPROVAL RATE\***

Board	Occupation	Quarter Ending 3/31/04	Prior Fiscal Year Quarter Ending 3/31/04	Percent Change	Year to Date Ending 3/31/04	Prior Year to Date Ending 3/31/04	Percent Change
		Percent Approval	Percent Approval		Percent Approval	Percent Approval	
Medicine	Medicine & Surgery	96.9%	93.3%	4%	94.4%	91.6%	3%
Medicine	Osteopathy & Surgery	100.0%	88.9%	12%	97.5%	94.9%	3%
Medicine	Podiatry				100.0%	100.0%	0%
Medicine	Chiropractor	100.0%	100.0%	0%	95.8%	95.0%	1%
Medicine	University Limited License				100.0%		
Medicine	Physician Assistant	91.7%	77.8%	18%	94.9%	91.0%	4%
Medicine	Intern & Resident	66.7%	100.0%	-33%	91.7%	94.0%	-2%
Medicine	Respiratory Care Practitioner	100.0%	97.9%	2%	98.0%	95.7%	2%
Medicine	Occupational Therapist	97.5%	83.3%	17%	89.9%	90.4%	-1%
Medicine	Radiologic Technologist	85.2%	61.9%	38%	91.1%	81.6%	12%
Medicine	Licenses Acupuncturist	100.0%	83.3%	20%	100.0%	96.7%	3%
Medicine	Limited Radiologic Technologist	91.7%	90.0%	2%	94.4%	91.7%	3%
Medicine	Athletic Trainer	95.8%	93.3%	3%	90.2%	93.1%	-3%
<b>Medicine</b>		<b>94.2%</b>	<b>88.8%</b>	<b>6%</b>	<b>93.1%</b>	<b>95.8%</b>	<b>-3%</b>
Pharmacy	Pharmacy	100.0%			100.0%	100.0%	0%
Pharmacy	Pharmacist	100.0%	100.0%	0%	89.7%	95.7%	-6%
Pharmacy	Pharmacy Intern	100.0%	100.0%	0%	97.7%	98.7%	-1%
Pharmacy	Medical Equipment Supplier	100.0%			100.0%	100.0%	0%
Pharmacy	Physician Selling Controlled Substances				83.3%	87.5%	-5%
Pharmacy	Non-resident Pharmacy	100.0%	100.0%	0%	100.0%	87.5%	14%
Pharmacy	Wholesale Distributor	100.0%			100.0%	100.0%	0%
Pharmacy	Warehouser	100.0%			100.0%		
Pharmacy	Non-resident Wholesale Distributor	100.0%	100.0%	0%	100.0%	100.0%	0%
Pharmacy	Business CSR				100.0%	96.7%	3%
Pharmacy	Pharmacy Technician Training Program	100.0%			100.0%		
Pharmacy	Pharmacy Technician	98.8%			98.4%		
Pharmacy	PSD Location		100.0%	-100%		100.0%	-100%
Pharmacy	Restricted Manufacturer		66.7%	-100%		66.7%	-100%
Pharmacy	Nurse Practitioner CSR						
Pharmacy	Optometrist CSR						
<b>Pharmacy</b>		<b>99.0%</b>	<b>98.2%</b>	<b>1%</b>	<b>97.2%</b>	<b>95.9%</b>	<b>1%</b>
Veterinary Medicine	Veterinarian	100.0%	97.2%	3%	93.3%	94.8%	-2%
Veterinary Medicine	Veterinary Technician	83.3%			92.6%	95.0%	-3%
Veterinary Medicine	Full Service Veterinary Facility	100.0%			100.0%	100.0%	0%
Veterinary Medicine	Restricted Veterinary Facility	100.0%			100.0%	100.0%	0%
<b>Veterinary Medicine</b>		<b>95.8%</b>	<b>97.2%</b>	<b>-1%</b>	<b>93.6%</b>	<b>95.2%</b>	<b>-2%</b>

# **APPLICANT SATISFACTION SURVEY RESULTS: APPRO**

		Biennial to Date Ending 3/31/04	Biennial to Date Ending 3/31/04	
Board	Occupation	Percent Approval	Percent Approval	Percent Change
Medicine	Medicine & Surgery	92.6%	96.2%	-4%
Medicine	Osteopathy & Surgery	96.2%	100.0%	-4%
Medicine	Podiatry	100.0%	100.0%	0%
Medicine	Chiropractor	95.1%	99.3%	-4%
Medicine	University Limited License	100.0%	33.3%	200%
Medicine	Physician Assistant	93.6%	97.3%	-4%
Medicine	Intern & Resident	93.4%	100.0%	-7%
Medicine	Respiratory Care Practitioner	96.3%	93.7%	3%
Medicine	Occupational Therapist	91.3%	96.4%	-5%
Medicine	Radiologic Technologist	81.1%	94.8%	-14%
Medicine	Licenses Acupuncturist	96.2%	97.2%	-1%
Medicine	Limited Radiologic Technologist	92.5%	100.0%	-8%
Medicine	Athletic Trainer	91.8%		
<b>Medicine</b>		<b>92.0%</b>	<b>95.8%</b>	<b>-4%</b>
Pharmacy	Pharmacy	94.4%		
Pharmacy	Pharmacist	93.6%	84.8%	10%
Pharmacy	Pharmacy Intern	98.2%	96.6%	2%
Pharmacy	Medical Equipment Supplier	83.3%		
Pharmacy	Physician Selling Controlled Substances	86.4%	100.0%	-14%
Pharmacy	Non-resident Pharmacy	94.4%		
Pharmacy	Wholesale Distributor	100.0%		
Pharmacy	Warehouser	100.0%		
Pharmacy	Non-resident Wholesale Distributor	98.3%		
Pharmacy	Business CSR	97.6%		
Pharmacy	Pharmacy Technician Training Program	100.0%		
Pharmacy	Pharmacy Technician	98.4%		
Pharmacy	PSD Location	100.0%		
Pharmacy	Restricted Manufacturer	66.7%		
Pharmacy	Nurse Practitioner CSR		83.3%	-100%
Pharmacy	Optometrist CSR		100.0%	-100%
<b>Pharmacy</b>		<b>96.9%</b>	<b>91.4%</b>	<b>6%</b>
Veterinary Medicine	Veterinarian	93.5%	100.0%	-6%
Veterinary Medicine	Veterinary Technician	93.6%	80.6%	16%
Veterinary Medicine	Full Service Veterinary Facility	100.0%		
Veterinary Medicine	Restricted Veterinary Facility	97.9%		
<b>Veterinary Medicine</b>		<b>94.1%</b>	<b>94.4%</b>	<b>0%</b>

<i>Board</i>	<i>Occupation</i>	<i>Percent Approval</i>	<i>Percent Approval</i>	<i>Percent Change</i>	<i>Percent Approval</i>	<i>Percent Approval</i>	<i>Percent Change</i>
Dentistry	Dentist	100.0%	100.0%	0%	99.1%	95.6%	4%
Dentistry	Dental Hygienist	100.0%	100.0%	0%	93.5%	94.4%	-1%
Dentistry	Dental Teacher				100.0%		
Dentistry	Dental Assistant				83.3%	100.0%	-17%
Dentistry	Dental Full Time Faculty				83.3%		
Dentistry	Oral/Maxillofacial Surgeon Registration	100.0%			100.0%	100.0%	0%
Dentistry	Dentist-Volunteer Registration				100.0%		
Dentistry	Dental Temporary Permit					66.7%	-100%
<b>Dentistry</b>		<b>100.0%</b>	<b>100.0%</b>	<b>0%</b>	<b>95.3%</b>	<b>94.7%</b>	<b>1%</b>
Funeral Directing	Funeral Establishment		100.0%	-100%	100.0%	100.0%	0%
Funeral Directing	Funeral Service Provider				100.0%	95.8%	4%
Funeral Directing	Funeral Trainee		100.0%	-100%	94.4%	98.7%	-4%
Funeral Directing	Courtesy Card	100.0%			100.0%		
Funeral Directing	Surface Transport & Removal Services	100.0%			100.0%	100.0%	0%
Funeral Directing	Crematories				100.0%		
<b>Funeral Directing</b>		<b>100.0%</b>	<b>100.0%</b>	<b>0%</b>	<b>97.8%</b>	<b>98.1%</b>	<b>0%</b>
Optometry	Optometrist	91.7%			86.7%	97.4%	-11%
Optometry	Professional Designation		100.0%	-100%	100.0%	100.0%	0%
Optometry	TPA Certified Optometrist	96.7%	100.0%	-3%	98.6%	100.0%	-1%
<b>Optometry</b>		<b>95.2%</b>	<b>100.0%</b>	<b>-5%</b>	<b>9560.0%</b>	<b>98.6%</b>	<b>9596%</b>
Counseling	Licensed Professional Counselor	93.8%	83.3%	13%	94.1%	86.0%	9%
Counseling	Certified Substance Abuse Counselor	100.0%	100.0%	0%	95.8%	88.5%	8%
Counseling	Rehabilitation Provider				91.7%	100.0%	-8%
Counseling	Licensed Marriage and Family Therapist		83.3%	-100%	93.3%	83.3%	12%
Counseling	Substance Abuse Treatment Practitioner				83.3%	100.0%	-17%
<b>Counseling</b>		<b>95.0%</b>	<b>84.0%</b>	<b>13%</b>	<b>9260.0%</b>	<b>87.1%</b>	<b>10531%</b>
Psychology	Clinical Psychologist	90.5%	90.7%	0%	90.7%	96.3%	-6%
Psychology	Sex Offender Treatment Provider				100.0%	100.0%	0%
Psychology	School Psychologist		100.0%	-100%		100.0%	-100%
Psychology	School Psychologist-Limited		100.0%	-100%	100.0%	100.0%	0%
Psychology	Continuing Education Provider				100.0%		
<b>Psychology</b>		<b>90.5%</b>	<b>92.4%</b>	<b>-2%</b>	<b>92.4%</b>	<b>97.2%</b>	<b>-5%</b>
Social Work	Licensed Social Worker				100.0%		
Social Work	Licensed Clinical Social Worker	97.0%	97.4%	0%	91.9%		
<b>Social Work</b>		<b>97.0%</b>	<b>97.4%</b>	<b>0%</b>	<b>92.7%</b>	<b>95.1%</b>	<b>-3%</b>
Nursing	Registered Nurse	91.0%	94.0%	-3%	94.4%	94.5%	0%
Nursing	Licensed Practical Nurse	95.7%	99.0%	-3%	97.1%	97.4%	0%
Nursing	Clinical Nurse Specialist		100.0%	-100%	93.3%	100.0%	-7%
Nursing	Authorization to Prescribe	97.9%			97.4%	95.2%	2%
Nursing	Certified Massage Therapist	97.1%	96.3%	1%	93.5%	94.9%	-1%
Nursing	Licensed Nurse Practitioner	90.0%	92.6%	-3%	87.7%	95.5%	-8%
<b>Nursing</b>		<b>93.5%</b>	<b>95.4%</b>	<b>-2%</b>	<b>94.7%</b>	<b>95.3%</b>	<b>-1%</b>
Nurse Aide	Nurse Aide	94.4%	97.4%	-3%	96.4%	97.8%	-1%
<b>Nurse Aide</b>		<b>94.4%</b>	<b>97.4%</b>	<b>-3%</b>	<b>96.4%</b>	<b>97.8%</b>	<b>-1%</b>

<i>Board</i>	<i>Occupation</i>	<i>Percent Approval</i>	<i>Percent Approval</i>	<i>Percent Change</i>
Dentistry	Dentist	97.3%	95.2%	2%
Dentistry	Dental Hygienist	93.6%	88.1%	6%
Dentistry	Dental Teacher	100.0%	100.0%	0%
Dentistry	Dental Assistant	88.9%		
Dentistry	Dental Full Time Faculty	83.3%		
Dentistry	Oral/Maxillofacial Surgeon Registration	83.3%		
Dentistry	Dentist-Volunteer Registration	100.0%		
Dentistry	Dental Temporary Permit	66.7%		
<b>Dentistry</b>		<b>94.5%</b>	<b>90.2%</b>	<b>5%</b>
Funeral Directing	Funeral Establishment	100.0%	97.2%	3%
Funeral Directing	Funeral Service Provider	97.2%		
Funeral Directing	Funeral Trainee	94.7%		
Funeral Directing	Courtesy Card	100.0%		
Funeral Directing	Surface Transport & Removal Services	100.0%		
Funeral Directing	Crematories	100.0%		
<b>Funeral Directing</b>		<b>96.9%</b>	<b>97.2%</b>	<b>0%</b>
Optometry	Optometrist	95.5%	96.3%	-1%
Optometry	Professional Designation	100.0%		
Optometry	TPA Certified Optometrist	99.4%	99.0%	0%
<b>Optometry</b>		<b>97.8%</b>	<b>98.1%</b>	<b>0%</b>
Counseling	Licensed Professional Counselor	87.6%	85.0%	3%
Counseling	Certified Substance Abuse Counselor	86.3%	70.6%	22%
Counseling	Rehabilitation Provider	93.8%	100.0%	-6%
Counseling	Licensed Marriage and Family Therapist	90.9%	100.0%	-9%
Counseling	Substance Abuse Treatment Practitioner	91.7%		
<b>Counseling</b>		<b>87.8%</b>	<b>80.0%</b>	<b>10%</b>
Psychology	Clinical Psychologist	95.0%	91.7%	4%
Psychology	Sex Offender Treatment Provider	100.0%		
Psychology	School Psychologist	100.0%		
Psychology	School Psychologist-Limited	98.8%		
Psychology	Continuing Education Provider	100.0%		
<b>Psychology</b>		<b>96.0%</b>	<b>91.7%</b>	<b>5%</b>
Social Work	Licensed Social Worker	93.8%		
Social Work	Licensed Clinical Social Worker	93.8%	87.0%	8%
<b>Social Work</b>		<b>93.8%</b>	<b>88.0%</b>	<b>7%</b>
Nursing	Registered Nurse	94.5%	94.0%	1%
Nursing	Licensed Practical Nurse	97.3%	96.7%	1%
Nursing	Clinical Nurse Specialist	97.1%	94.4%	3%
Nursing	Authorization to Prescribe	94.4%	95.7%	-1%
Nursing	Certified Massage Therapist	94.1%	90.2%	4%
Nursing	Licensed Nurse Practitioner	92.1%	93.3%	-1%
<b>Nursing</b>		<b>95.0%</b>	<b>94.1%</b>	<b>1%</b>
Nurse Aide	Nurse Aide	97.2%	96.1%	1%
<b>Nurse Aide</b>		<b>97.2%</b>	<b>96.1%</b>	<b>1%</b>

<i>Board</i>	<i>Occupation</i>	<i>Percent Approval</i>	<i>Percent Approval</i>	<i>Percent Change</i>	<i>Percent Approval</i>	<i>Percent Approval</i>	<i>Percent Change</i>
Nursing Home Administrator	Nursing Home Administrator	100.0%	100.0%	0%	98.1%	96.7%	1%
Nursing Home Administrator	Nursing Home Preceptor				100.0%		
Nursing Home Administrator	Administrator-in-Training					97.2%	-100%
<b>Nursing Home Administrator</b>		<b>100.0%</b>	<b>100.0%</b>	<b>0%</b>	<b>98.8%</b>	<b>96.9%</b>	<b>2%</b>
Speech Pathology/Audiology	Audiologist		83.3%	-100%	72.2%	87.0%	-17%
Speech Pathology/Audiology	Speech Pathologist	100.0%	85.7%	17%	95.5%	93.1%	3%
Speech Pathology/Audiology	School Speech Pathologist	100.0%	100.0%	0%	100.0%	100.0%	0%
<b>Speech Pathology/Audiology</b>		<b>100.0%</b>	<b>86.7</b>	<b>-99%</b>	<b>94.2%</b>	<b>92.3%</b>	<b>2%</b>
Physical Therapy	Physical Therapist	88.1%	89.6%	-2%	92.3%	90.0%	3%
Physical Therapy	Physical Therapist Assistant	100.0%	80.6%	24%	98.2%	89.2%	10%
<b>Physical Therapy</b>		<b>90.7%</b>	<b>85.7%</b>	<b>6%</b>	<b>94.3%</b>	<b>89.8%</b>	<b>5%</b>
<b>Agency Total</b>		<b>95.1%</b>	<b>93.1%</b>	<b>2%</b>	<b>95.0%</b>	<b>94.1%</b>	<b>1%</b>

\*Applicant Satisfaction Surveys are sent to all initial applicants. The survey includes six categories for which applicants rate their satisfaction on a scale from one to four, one and two being degrees of satisfaction, three and four being degrees of dissatisfaction. This report calculates the percentage of total responses falling into the approval range.

<i>Board</i>	<i>Occupation</i>	<i>Percent Approval</i>	<i>Percent Approval</i>	<i>Percent Change</i>
Nursing Home Administrator	Nursing Home Administrator	96.4%	100.0%	-4%
Nursing Home Administrator	Nursing Home Preceptor	100.0%	100.0%	0%
Nursing Home Administrator	Administrator-in-Training	97.9%		
<b>Nursing Home Administrator</b>		<b>97.1%</b>	<b>100.0%</b>	<b>-3%</b>
Speech Pathology/Audiology	Audiologist	85.7%	100.0%	-14%
Speech Pathology/Audiology	Speech Pathologist	94.7%	94.4%	0%
Speech Pathology/Audiology	School Speech Pathologist	89.4%		
<b>Speech Pathology/Audiology</b>		<b>93.1%</b>	<b>94.9%</b>	<b>-2%</b>
Physical Therapy	Physical Therapist	90.7%	100.0%	-9%
Physical Therapy	Physical Therapist Assistant	93.0%	100.0%	-7%
<b>Physical Therapy</b>		<b>91.2%</b>	<b>100.0%</b>	<b>-9%</b>
<b>Agency Total</b>		<b>94.4</b>	<b>94.1%</b>	

\*Applicant Satisfaction Surveys are sent to all initial applicants. The survey scale ranges from one to four, with one and two being degrees of satisfaction, three and four being degrees of dissatisfaction.